

**COMMUNITY SERVICES/
DUFFERIN OAKS COMMITTEE
AGENDA**



**Wednesday, March 28, 2012, 3.30 p.m.
Emergency Operations Centre, Shelburne**

Declarations of Pecuniary Interests

PUBLIC QUESTION PERIOD

Members of the public will be provided an opportunity to ask questions of the Committee during this time. (Limited to 10 minutes)

COMMUNITY SERVICES

**1. COMMUNITY SERVICES/DUFFERIN OAKS – March 28, 2012 - ITEM #1
211 Service in Dufferin County – Status Update**

A report from the Director of Community Services dated March 28, 2012 to update the Committee with regard to the 211 Service in Dufferin County.

Recommendation:

THAT the report of the Director, Community Services dated March 28rd, 2012 - 211 Service in Dufferin County – Status Update be received for information purposes.

**2. COMMUNITY SERVICES/DUFFERIN OAKS – March 28, 2012 - ITEM #2
Shelburne Hospital Conversion**

A report from the Director of Community Services and the Director of Property dated March 28, 2012 with respect to the possible renovations of the Shelburne Hospital and to investigate the possible conversion of the second floor to affordable rental housing units.

Recommendation:

THAT, the report of Mike Giles, Chief Building Official/Director of Property and Keith Palmer, Director of Community Services regarding the Shelburne Hospital conversion costs be received for consideration.

DUFFERIN OAKS

3. COMMUNITY SERVICES/DUFFERIN OAKS – March 28, 2012 - ITEM #3
Dufferin Oaks 2011 Quality Improvement Annual Report

A report from the Administrator dated March 28, 2012 with respect to the 2011 Quality Improvement Annual Report for Dufferin Oaks.

Recommendation:

THAT the report from the Administrator dated March 28, 2012 with respect to the 2011 Quality Improvement Annual Report for Dufferin Oaks, be received.

4. COMMUNITY SERVICES/DUFFERIN OAKS – March 28, 2012 - ITEM #4
Request for Proposal – Social Work Services

A report from the Administrator dated March 28, 2012 with respect to a request for proposal for social work services.

Recommendation:

THAT the contract for the provision of Social Work Services for Dufferin Oaks be awarded to Age-Wise Solutions of Kitchener, Ontario at an annual cost of \$39,312 plus HST.

AND THAT County Council authorize the execution of the necessary by-law.

5. COMMUNITY SERVICES/DUFFERIN OAKS – March 28, 2012 - ITEM #5
Request for Proposal – Mobility Products and Services

A report from the Administrator dated March 28, 2012 with respect to a request for proposal for mobility products and services.

Recommendation:

THAT the Request for Proposal for the provision of mobility products and services to Dufferin Oaks be awarded to Shoppers Home Health for the period April 16, 2012 to April 15, 2015 with the option to extend the contract for an additional two years.

6. COMMUNITY SERVICES/DUFFERIN OAKS – March 28, 2012 - ITEM #6
Nurse Practitioner Clinic

A verbal report from the Administrator with respect to an update on the Nurse Practitioner Clinic.

7. COMMUNITY SERVICES/DUFFERIN OAKS – March 28, 2012 - ITEM #7
Permanent Coordinating Minutes – March 19, 2012

Copy of the minutes of the Permanent Coordinating meeting for March 19, 2012.

Recommendation:

THAT the minutes of the Permanent Coordinating meeting dated March 19, 2012 be received.

8. COMMUNITY SERVICES/DUFFERIN OAKS – March 28, 2012 - ITEM #8
Residents Council Minutes – February 21, 2012

Copy of the minutes of the Residents Council meeting for February 21, 2012.

Recommendation:

THAT the minutes of the Residents Council meeting dated February 21, 2012 be received.

NEXT MEETING: April 25, 2012, 3.30 p.m.
Mel Lloyd Centre, Shelburne

THE CORPORATION OF THE COUNTY OF DUFFERIN



REPORT TO COMMUNITY SERVICES COMMITTEE



To: Chair Crewson and Members of Community Services Committee

From: Keith Palmer, Director of Community Services

Date: March 28, 2012

Subject: **211 Service in Dufferin County – Status Update**

PURPOSE:

The purpose of this report is to update Council on the status of the Dufferin County 211 program.

BACKGROUND & DISCUSSION:

211 is an integrated telephone and internet-based system that provides a simple, easy to remember number that connects to a live certified information specialist. The specialist's sole purpose is to link the caller to local social programs and services. Offering 211 in Dufferin County enables citizens to connect to a range of services by dialling 211 from a land line or cell phone 24 hours a day or connecting to the 211 Website over the internet.

211 Findings to date

The Region of Peel is part of a larger group of eight 211 Information and Referral service providers in Ontario. As such all Dufferin County 211 calls from Shelburne south are addressed by the Region of Peel's call centre staff. From April 2011 to December 2011, Peel staff has received 249 calls from Dufferin County residents. As the number of calls from Dufferin County residents continues to increase, some of the inquiries received thus far have related to:

- Counselling
- Donations of goods
- Employment Insurance Information
- Food Banks and Vouchers
- Special transportation
- General information about 211, products and services
- Health & medical aids
- Health services & treatment
- Information about community groups and service clubs

- Ontario Works information
- Social Housing
- Utility Assistance
- Hard services, such as roads, waste and municipal utilities
- Pre and Post Natal Care

In some situations there have been Dufferin County resident calls who have been misdirected to other call centres. While calls from citizens north of Shelburne are to be directed to the Simcoe County call centre, some of these have been instead directed to Grey County, which is not equipped to provide Dufferin-specific information. As well, some callers found they were unable to use the 3-digit dialling as their calls could not be completed. The Region of Peel 211 Team is working with the technology specialists to work out these technical difficulties.

Financial Impact:

N/A

Local Municipal Impact:

249 citizens of Dufferin County have contacted 211 seeking information and support in roughly 8 months. As the program continues to become more popular, it is projected that over a period of one year, the total number of Dufferin County calls will range from 375 to 500 calls per year.

Recommendation:

THAT the report of the Director, Community Services dated March 28rd, 2012 - 211 Service in Dufferin County – Status Update be received for information purposes.

Respectfully submitted,

Keith Palmer
Director, Community Services

THE CORPORATION OF THE COUNTY OF DUFFERIN



REPORT TO COMMUNITY SERVICES COMMITTEE



To: Chair Crewson and Members of Community Services Committee

From: Keith Palmer, Director of Community Services,
Michael Giles, Chief Building Official/ Director of Property

Date: March 28, 2012

Subject: **Shelburne Hospital Conversion Costs**

Purpose

The purpose of this report is to provide Council with information regarding the possible renovations of the Shelburne Hospital and to investigate the possible conversion of the second floor to affordable rental housing units.

Background & Discussion

Overall Building Condition

An Architectural Building Assessment was conducted by Stantec Architectural Ltd. and Stantec Consulting Ltd., in May 2010 for the Headwaters Health Care Center. The Stantec report included a multidisciplinary review of the existing facility with emphasis given to:

- Architectural
- Structural
- Mechanical
- Electrical
- Hazardous Substances

As per the Architectural Building Assessment it was concluded the base building ranged from poor to good condition in some areas. Over the course of time small areas of repair or work have been carried out leaving small areas of the structure with damages. These areas are not a major concern but if further renovations are to take place certain areas will require greater investigation.

The load bearing exterior walls have few signs of aging but no major cracks. The interior load bearing walls are in similar condition with few cracks or signs of deterioration. The first floor can easily be made to carry a heavier load if required but this structure does not lend itself to major renovations. This makes major changes to the general shape of the structure costly.

Additionally, Stantec reports that the "best fit" uses of the building are those which typically require small spaces. Although there are some areas of the building that meet "Barrier Free Access" requirements, typically the existing bedrooms and washrooms are not up to current standards.

In addition to the Building Assessment an “Order of Magnitude” cost report was created by Stantec to look at the potential costs for various uses. The cost report provided an estimate for work that would have to be completed (identified in the building assessments section of the report), regardless of the proposed uses. Stantec reports that “Immediate Recommended Work” would have construction costs of 1.04 million dollars with additional renovation or construction costs, depending on the proposed use of the building.

Stantec also concludes the following:

- Should the building be renovated for healthcare office the cost could total 7.8 million.
- Should the building be converted to accommodate physical and rehabilitation services, cost could total 10.6 million.
- Should the building be used for outpatient services the total cost would be 9.9 million.

The costs identified above are estimates and more detailed analysis with a specific use in mind is required to determine a realistic budget. Depending on the use of the first floor space it may be possible to carry out minimal structural renovations.

Second Floor Conversion (Social Housing)

Specific to the possibility of second floor renovations at the Shelburne Hospital, this section of this report does not provide an in depth study like that provided by the Stantec report, but rather, reviews the findings of Dickinson and Hicks Architects who have been able to conduct a preliminary investigation of the buildings second floor for the purposes of social housing units. The Dickinson and Hicks review included comparison drawings from the County’s 2004 McKelvie Burnside renovations.

According to calculations shared by the architect, it is possible to renovate the second floor into 13 to 18 apartment units depending on desired unit sizes. Apartments could range in size from 500 square feet to 700 square feet. Apartments would be located on the second floor only and would be spread across the entire floor utilizing all available space. As this is a preliminary estimate, it is possible that smaller unit sizes could be merged to create larger units or converted to tenant community space. Below is a breakdown of possible unit sizes:

Possible Unit Size Plan

2nd Floor Location	Size and Number of Units
West Wing North Side	2 units at 700 square feet or 3 units at 470 square feet.
West Wing South Side	2 Units at 640 square feet
South Wing	2 Units at 500 square feet and 1 unit at 700 square feet
East Wing Central	4 Units at 680 square feet or 6 units at 450 square feet
East End	4 units at 600 square feet

A draft plan, for discussion purposes, is attached to this report.

Second Floor Estimated Conversion Costs

As per Dickinson and Hicks Architects it is estimated that on average the cost of construction per unit on the second floor would be approximately \$85,000 depending on the level of finish and demolition

required. As such, a conversion to housing units could cost approximately \$1.5 million dollars (unit conversion only – does not include common areas).

Other costs required to convert the second floor of the building could total an additional 1.5 million dollars which would include building upgrades and soft development cost consistent with some of those those mentioned in the Stantec report defined as “immediate recommended work”.

Costs associated with the first floor have not been determined in this report. A specific use will need to be identified before an estimated cost cannot be fully determined.

Local Municipal Impact

The creation of affordable rental housing units that address a growing housing shortage in Dufferin County will positively impact the area.

Financial, Staffing, Legal, or IT Considerations

As part of the recently announced multilateral Affordable Housing Framework between Ontario and the federal government for the creation and repair of affordable housing, Dufferin County has requested of the Ministry of Municipal Affairs and Housing, \$800,000 in funding that could be applied to the renovation of the second floor of the Shelburne Hospital. The County is awaiting approval from the Ministry specific to this rental project.

Recommendation

THAT, the report of Mike Giles, Chief Building Official/Director of Property and Keith Palmer, Director of Community Services regarding the Shelburne Hospital conversion costs be received for consideration.

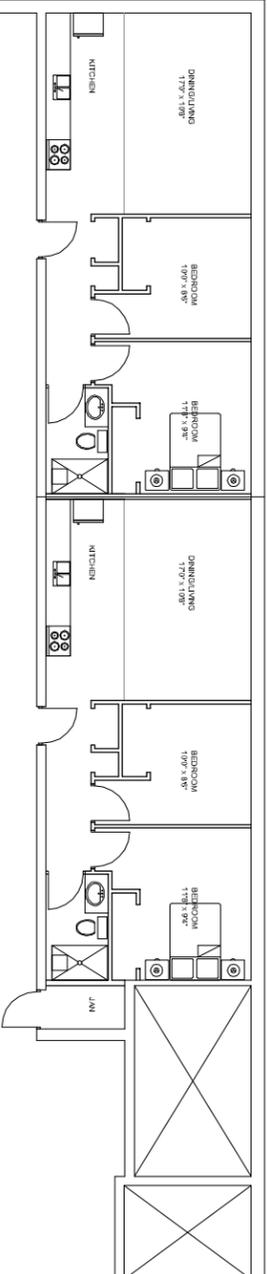
Respectfully submitted by,

Mike Giles
Chief Building Official/Director of Property

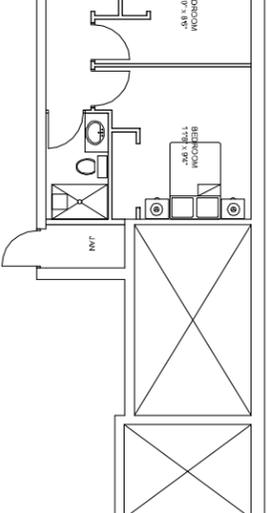
Keith Palmer
Director of Community Services

Attached: Draft Floor Plan – 2nd Floor Conversion to Affordable Rental Housing Units

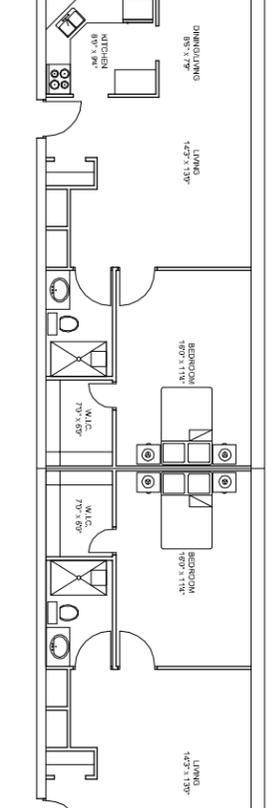
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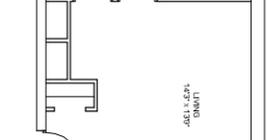
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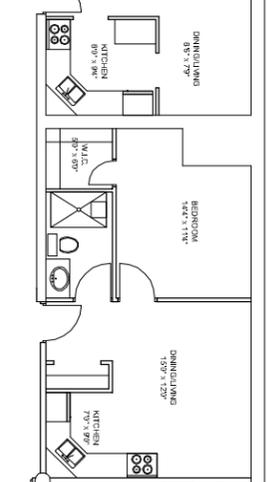
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± 775 S.F.



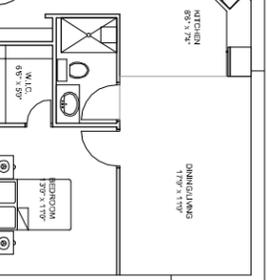
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± 775 S.F.



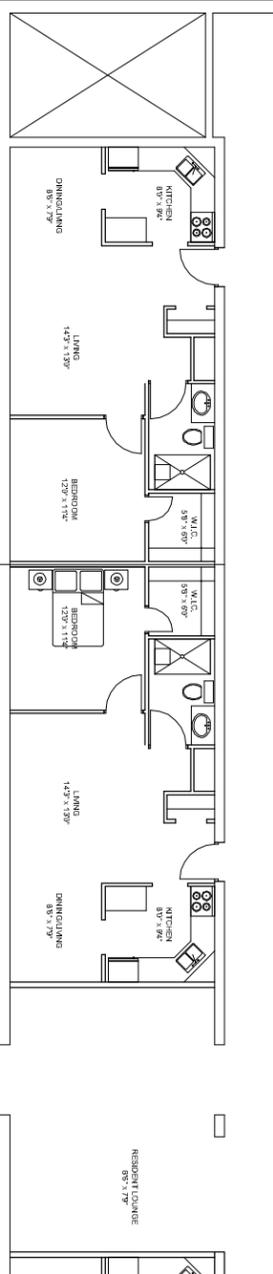
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± 340 S.F.



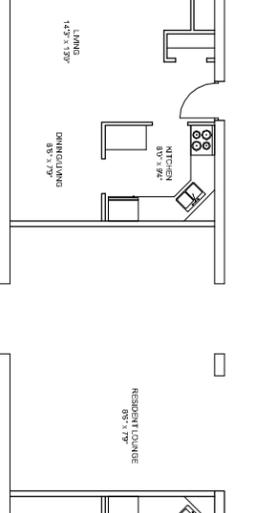
UNIT - F - 1 BEDROOM
[2-11]
± 520 S.F.



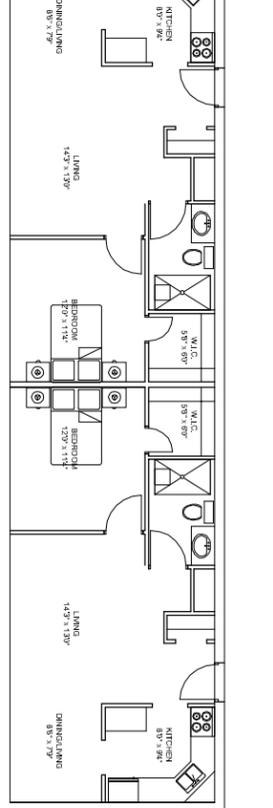
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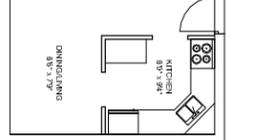
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± 890 S.F.



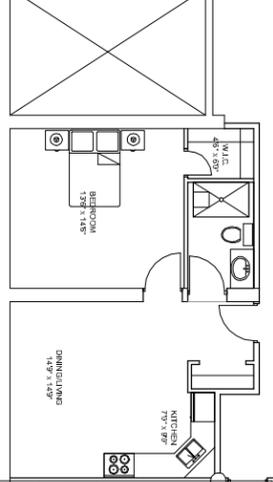
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± 890 S.F.



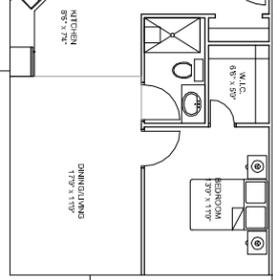
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± 890 S.F.



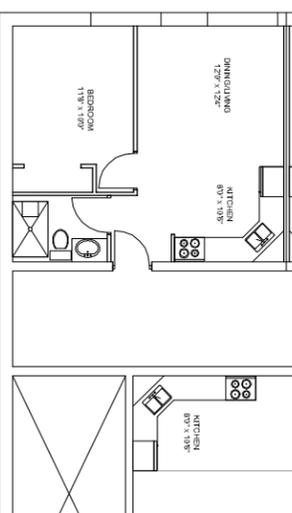
UNIT - E - 1 BEDROOM
[2-14]
± 640 S.F.



UNIT - F - 1 BEDROOM
[2-16]
± 520 S.F.



UNIT - C - 1 BEDROOM
[2-36]
± 520 S.F.



UNIT - C - 1 BEDROOM
[2-38]
± 520 S.F.



UNIT - D - 2 BEDROOM
[2-38]
± 730 S.F.



RESIDENT LOUNGE
95' x 79'

THE CORPORATION OF THE COUNTY OF DUFFERIN



REPORT TO DUFFERIN OAKS COMMITTEE OF MANAGEMENT



To: Chair Crewson and Members of the Dufferin Oaks Committee of Management

From: Valerie Quarrie, Administrator

Date: March 28, 2012

Subject: Dufferin Oaks 2011 Quality Improvement Annual Report

Purpose

The purpose of this report is to present the 2011 Annual Quality Improvement Report for Dufferin Oaks.

Background & Discussion

The Quality Services Committee of Dufferin Oaks makes a summary of the improvements and achievements made in the home during the previous year. As part of our communication process, this information is shared with the Residents' Council and the Family Council. The summary was shared with Residents' Council on Feb 21, 2012 and was shared with Family Council on March 13, 2012.

Financial, Staffing, Legal or IT Considerations

None

Local Municipal Impact

None

Recommendations

That this report be received for information.

Respectfully submitted,

Valerie Quarrie
Administrator

DUFFERIN OAKS

QUALITY SERVICES COMMITTEE REPORT ON

QUALITY IMPROVEMENT ACTIVITIES IN 2011

To: Family Council
Resident Council

The management and staff of Dufferin Oaks have had another busy year. Below is a list of some the quality improvements that occurred in 2011:

Summary of Quality Improvement Activities for 2011

- Added additional nursing staffing on second floor and first floor - Sept 2011
- Purchased new lounge furniture and décor for Dufferin County/Amaranth and Melancthon/East Garafraxa wings - July 2011
- New Unilock was installed in the outdoor patios and walkways - completed Sept 2011
- Continued replacing washroom flooring in over 20 resident rooms - completed Dec 2011
- Replaced washroom flooring in public washrooms on 1st floor - December 2011.
- Exterior Stucco of building was replaced – Sept 2011
- Continued to replace older beds with new high low beds – 11 beds purchased - May 2011.
- Falls prevention program resulted in number of residents with recurring falls decreasing by 15% by year end.
- Bed and chair alarms, floor mats and hip protectors purchased to support the Falls program- May 2011.
- Trellis Mental Health clinic held on site now every month as of October 2011
- Multi-disciplinary Wound Care program has led to a decrease in number of pressure ulcers from 5% in Jan 2011 to 1.25% by December 2011
- Multi-disciplinary Restraint program has decreased use of restraints from 8.13% as of January 2011 to 3.75% by December 2011
- New placemats purchased for dining rooms - November 2011.
- Purchased new mugs for coffee carts to replace styrofoam - October 2011
- 5 day a week hairdressing service implemented - November 2011
- Improved directional signage for family and visitors implemented on main floor – November 2011
- Resident/Family survey completed with average satisfaction rating of 95%

We are already busy working on our quality improvement activities to make ongoing improvements in 2012. Respectfully submitted,

Valerie Quarrie, Administrator and the Quality Services Committee

THE CORPORATION OF THE COUNTY OF DUFFERIN



REPORT TO DUFFERIN OAKS COMMITTEE OF MANAGEMENT



To: Chair Crewson and Members of Committee of Management

From: Valerie Quarrie, Administrator

Date: March 28, 2012

Subject: Request for Proposal – Social Work Services

Purpose

The purpose of this report is to inform Committee of the outcome of the request for proposal process for Social Work Services.

Background & Discussion

A Request for Proposal for the provision of Social Work Services for Dufferin Oaks was issued February 23, 2012 and closed March 15, 2012.

One submission was received from the following provider:
Age-Wise Solutions, Kitchener

The selection committee, comprised of Valerie Quarrie, Administrator and Jennifer Power, Director of Care, reviewed the submission. The proposal was evaluated using a pre-established set of criteria based on service, experience, financial implications and submission. Age-Wise Solutions of Kitchener, Ontario met all criteria and has provided Social Work Services at Dufferin Oaks since 2009.

Financial, Staffing, Legal, or IT Considerations

The contract with Age-Wise will provide for 1092 hours of social work service per year for an annual cost of \$39,312 plus HST. The cost of contracted social work services through Age-Wise Solutions is within the budget allocated within the 2012 approved budget for Dufferin Oaks.

Local Municipal Impact

None

Recommendations

THAT the contract for the provision of Social Work Services for Dufferin Oaks be awarded to Age-Wise Solutions of Kitchener, Ontario at an annual cost of \$39,312 plus HST.

AND THAT County Council authorize the execution of the necessary by-law.

Respectfully submitted,

Valerie Quarrie
Administrator

THE CORPORATION OF THE COUNTY OF DUFFERIN



REPORT TO COMMUNITY SERVICES DUFFERIN OAKS COMMITTEE



To: Chair Ed Crewson and Members of Community Services Dufferin Oaks Committee

From: Valerie Quarrie, Administrator

Date: March 28, 2012

Subject: Request for Proposal for Mobility Products and Services

Purpose

The purpose of this report is to inform Committee of the outcome of the Request for Proposal for Mobility Products and Services for Dufferin Oaks.

Background & Discussion

A Request for Proposal for the provision of mobility products and services for the residents of Dufferin Oaks was issued February 23, 2012 and closed March 15, 2012.

Six companies responded as follows:

- Shoppers Home Health Care
- Ontario Home Health
- Motion Specialties
- Mackhall Mobility
- Hunt's Healthcare Inc.
- Home Medical Equipment

Submissions were evaluated based on:

1. Service – 50%
2. Description of Firm and Relevant Experience - 30%
3. Demonstrated Project Understanding and Methodology – 10%
4. References/Interviews – 10%

The selection committee comprised of Valerie Quarrie, Administrator and Angie Matthews, Program and Support Manager and Lina Benotto, Restorative Care Co-ordinator who reviewed the submissions. The two companies that received the highest scores were then interviewed for in-depth presentations and to confirm the contents of their proposals.

Shoppers Home Health met all the criteria, provided the best service in terms of response time and offered a superior cleaning service for all equipment. In addition, they will provide free professional education tailored to suit the needs of the home.

Shoppers is the designated vendor for the Provincial Central Equipment Pool which insures support for our residents regardless of the complexity of their equipment needs. They have a long history of providing excellent service to over 350 long term care homes across the province.

Financial Impact

Residents are responsible for the purchase and service costs of personal mobility products. Shoppers will donate and service equipment that is for the general use of residents. There will be no costs incurred by the County of Dufferin.

Local Municipal Impact

None

Recommendations

THAT the Request for Proposal for the provision of mobility products and services to Dufferin Oaks be awarded to Shoppers Home Health for the period April 16, 2012 to April 15, 2015 with the option to extend the contract for an additional two years.

Respectfully submitted,

Valerie Quarrie,
Administrator

PERMANENT CO-ORDINATING MEETING

March 19, 2012

PRESENT:

Valerie Quarrie - Dufferin Oaks Administrator, Patti Tardif - DCCSS, Kim Shadlock - Health and Care Centre Coordinator, Christine Delmedico – OMOD, Shelley Doney – Early Years, Rita Sethi - WDGPH
Meline Batten – FHT, Thomas Manning - FHT

Regrets: David Egbert – Shelburne Family Physio, Earl Gray - Facilities Manager, Bruce Horsley– New Horizons

Items Discussed:

1. Facility Issues:

- Heat is an issue with early March heat wave. Maintenance has been contacted.
- FHT needs access codes changed. Meline will put in work order.
- OEYC has sharp metal in their Running room. Shelley will contact maintenance.
- FHT concerned over depression in pavement that leaves a large puddle at Entrance C. Also concern that inside door at Entrance E is very hard to open. Will forward concerns to Maintenance.

2. Ontario March of Dimes

- OMOD is currently holding a silent auction for fundraising. A fundraising dinner is being held tonight.

3. Dufferin Oaks/DCCSS

- Patti reminded everyone of the Hoarding II workshop on March 21, 2012 at the LDC.
- New tenant moving into Village April 1st.
- Volunteer Dufferin is launching of their volunteer web site April 26, 2012.
- DCCSS is participating in the annual “Mayors for Meals” program in Shelburne and Orangeville on March 21/12.
- DCCSS & Dufferin Oaks are holding their annual Volunteer Appreciation Dinner June 21/12
- Falls Prevention Committee is submitting a proposal to the Healthy Communities Fund to re-establish Falls Intervention Clinics in Dufferin County.
- New Horizons will be using Crewson Court in the evening on March 20th and April 17th/12 for a bid Euchre program.
- Enabling Accessibility Fund Proposal – The County of Dufferin has received funding approval from the Federal Government for the installation of additional accessible doors in the MLC. Installation date TBD. David Tilson will be coming to the Oaks for the formal announcement on April 11, 2012
- Dufferin Oaks Receiving parking lot will be undergoing repaving this summer which will cause temporary decrease in parking availability.
- The clothing company Country Boutique will be holding as clothing sale April 18th, Front Lounge of Dufferin Oaks.
- Dufferin Oaks will be having a mock evacuation on May 24, 2012.

- Simon Street Housing was able to free up 2 parking spots on a temporary basis to help with parking for New Horizon's.
4. **Health and Care Centre**
- Judy Wickens has been hired as the Specialist Clinic/Telemedicine Coordinator and started the position on March 7, 2012
 - Two specialist clinics were held last week and were quite successful.
 - Advisory Work Group met on March 9th and reviewed Action Plan that focused on communication, services and system navigation.
 - Dave Pearson is moving forward with the NP clinic proposal. Initially, space will be found in the Bouwhuis Wing of the Mel Lloyd Centre to accommodate.
 - Diabetes Education Program will be held on March 22nd in the Meeting Room.
5. **WDGPH**
- Rita reported that Tom Craig from the Health Unit will replace Rita on this committee.
6. **Family Health Team**
- 2 new administrative staff have been hired.
 - One of the Nurse Practitioners has left the FHT to pursue employment with a Community Health Centre. FHT is looking at recruiting.
 - Have been working on procedures to help address waiting list. New procedures should come into effect April 1st.
 - After hour clinics for rostered patients have been well received and utilized.
7. **Ontario Early Years Centre**
- OEYC is hosting a LHIN Women's Health Forum on Wed April 4th 6:30 – 8:00pm. All are welcome to attend.
 - Some clients at OEYC are concerned over not having a family doctor. Kim Shadlock will provide Shelley with Health Care Connect information.
 - March 20th is Jammie and Pancake Day. All staff and guests will be wearing PJs.

Next Meeting: April 16, 2012 @ 11:30 am at DCCSS office